

- 1. A technician is troubleshooting what appears to be a RAM issue on a PC. Which of the following symptoms would indicate if this is a RAM issue?
- A. POST code beeps
- B. Distended capacitors
- C. Continuous reboots
- D. Wrong BIOS time

Answer: C

- 2. A user accidentally spills liquid on a laptop. The user wants the device to be fixed and would like to know how much it will cost.
- Which of the following steps should the technician take NEXT to verify if the device is repairable before committing to a price? (Choose two.)
- A. Remove the case and organize the parts.
- B. Document the screw locations.
- C. Search the Internet for repair tutorials.
- D. Consult colleagues for advice.
- E. Place the device in rice for a few days.

Answer: A, B

- 3. Which of the following peripherals would a company use to take inventory quickly and update price tags for products? (Choose two.)
- A. Barcode scanner
- B. Label printer
- C. Magnetic reader
- D. KVM switch
- E. NFC device
- F. Flatted scanner

Answer: A, C

4. A user wants to print a large job on both the front and back sides of the paper. Which of the following settings should the technician advise the user to change in the printer settings?

A. Collate

B. Orientation

C. Duplex

D. Transparency

Answer: C

- 5. A user is unable to access websites and has reported connectivity issues with popups on the screen. A technician removes malware, and then is able to ping the router and access the websites.
- Which of the following NEXT steps should the technician perform in troubleshooting this issue? (Choose two.)
- A. Documents findings, actions, and outcomes.
- B. Reboot the device to verify the fix.
- C. Reconnect the device to the network.
- D. Verify the settings in IPConfig.
- E. Research the problem based on symptoms.
- F. Run a virus scan.

Answer: A, F

6. A user is no longer able to browse the Internet after returning from vacation. The user is able to log in and navigate to the local intranet, but not to any outside sites. A technician pings a well-known website by name but gets no reply. The technician then pings its IP address and gets a reply.

Which of the following commands will MOST likely resolve the issue?

A. ipconfig /all

B. ipconfig /flushdns

C. ipconfig /release

D. ipconfig /setclassid

Answer: B

- 7. A technician is determining the specifications for a desktop computer that will be used at trade shows all over the world. The computer will have the maximum amount of RAM. The CPU, GPU, and storage will be typical of a business workstation. Which of the following system parameters is the MOST important for the technician to consider when choosing a power supply?
- A. input voltage
- B. Efficiency rating
- C. 12V rail amperage
- D. Number of SATA connectors

Answer: A

8. A customer wants to purchase a new home computer. The machine will mainly be used for internal browsing and streaming video, except on weekends when the customers' son will use it to play games with friends.

Which of the following should the technician focus on to meet these requirements?

- A. 80mm case fans
- B. Four-core processor
- C. RAID 5 array
- D. 16GB DDR2 memory
- E. Dual monitors
- F. Encrypted hard drive

Answer: B

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